

IN THE CLAIMS:

The text of all pending claims, (including withdrawn claims) is set forth below. Cancelled and not entered claims are indicated with claim number and status only. The claims as listed below show added text with underlining and deleted text with ~~strikethrough~~. The status of each claim is indicated with one of (original), (currently amended), (cancelled), (withdrawn), (new), (previously presented), or (not entered).

Please AMEND claims 1, 8, and 15-17 and ADD new claims 18-24 in accordance with the following:

1. (CURRENTLY AMENDED) A business support system comprising:

service request production means for producing service information request data, in a predetermined form for one of a plurality of external processing systems that are external to the business support system and that have ~~having~~ different protocols, in response to a request of a user from a terminal apparatus used by the user, the terminal apparatus being one of a plurality of different communication means;

data form conversion means for converting the form of the service information request data produced by the service request production means into a form that can be processed by the external processing system and also for converting service information provided from the external processing system in response to the service information request data into the predetermined form; and

service information providing means for providing the service information converted into the predetermined form by the data form conversion means to the terminal apparatus originating the request for the service information.

2. (PREVIOUSLY AMENDED) The business support system as claimed in claim 1, further comprising:

sales campaign monitoring means for monitoring the effectiveness of a sales campaign based on the service information provided to users; and

service information determining means for deciding which type of service information should be provided to users depending on the effectiveness of the monitored sales campaign.

3. (PREVIOUSLY AMENDED) The business support system as claimed in claim 2, further comprising service channel determining means for determining a providing means for providing service information to the users depending on the success rate of the monitored sales campaign.

4. (ORIGINAL) The business support system as claimed in claim 3, further comprising adjusting means that ensures that no one providing means for providing service information determined by the service channel determining means is overloaded.

5. (PREVIOUSLY AMENDED) The business support system as claimed in claim 1, wherein the plurality of different communication means comprises a telephone, a facsimile machine, and a computer terminal.

6. (PREVIOUSLY PRESENTED) The business support system as claimed in claim 1, further comprising:

data management means for managing the service information converted into the predetermined form by the data form conversion means; and

determining means for determining whether or not the service information is updated by accessing the external processing system,

wherein said service information providing means provides the service information converted into the predetermined form by the data form conversion means from the data management means to the terminal apparatus, based on a determination by the determining means.

7. (PREVIOUSLY PRESENTED) The business support system as claimed in claim 6, further comprising:

accessing means accessing the external processing system to sending the service information request data converted into the form that can be processed by the external processing system so as to obtain the service information in respect to the service information request data, when the determining means determines that the service information is not updated,

wherein the service information obtained from the external processing system is converted into the predetermined form by the data from conversion means, managed by the

data management means, and provided to the terminal apparatus by the service information providing means.

8. (CURRENTLY AMENDED) A business support system comprising:

a service request production unit producing service information request data, in a predetermined form for one of a plurality of external processing systems that are external to the business support system and that have ~~having~~ different protocols, in response to a request of a user from a terminal apparatus used by the user, the terminal apparatus being a one of a plurality of different communication units;

a data form conversion unit converting the form of the service information request data produced by the service request production unit into a form that can be processed by the external processing system and also for converting service information provided from the external processing system in response to the service information request data into the predetermined form; and

a service information providing unit for providing the service information converted into the predetermined form by the data form conversion unit to the terminal apparatus originating the request for the service information.

9. (PREVIOUSLY AMENDED) The business support system as claimed in claim 8, further comprising:

a sales campaign monitoring unit monitoring the effectiveness of a sales campaign based on the service information provided to users; and

a service information determining unit deciding which type of service information should be provided to users depending on the effectiveness of the monitored sales campaign.

10. (PREVIOUSLY AMENDED) The business support system as claimed in claim 9, further comprising a service channel determining unit providing service information to the users depending on the success rate of the monitored sales campaign.

11. (PREVIOUSLY AMENDED) The business support system as claimed in claim 10, further comprising an adjusting unit ensuring that no one service channel providing service information determined by the service channel determining unit is overloaded.

12. (PREVIOUSLY AMENDED) The business support system as claimed in claim 1, wherein the plurality of different communication units comprises a telephone, a facsimile machine, and a computer terminal.

13. (PREVIOUSLY PRESENTED) The business support system as claimed in claim 8, further comprising:

a data management unit managing the service information converted into the predetermined form by the data form conversion unit; and

a determining unit determining whether or not the service information is updated by accessing the external processing system,

wherein said service information providing unit provides the service information converted into the predetermined form by the data form conversion unit from the data management unit to the terminal apparatus, based on a determination by the determining unit.

14. (PREVIOUSLY PRESENTED) The business support system as claimed in claim 13, further comprising:

an accessing unit accessing the external processing system to sending the service information request data converted into the form that can be processed by the external processing system so as to obtain the service information in respect to the service information request data, when the determining unit determines that the service information is not updated,

wherein the service information obtained from the external processing system is converted into the predetermined form by the data from conversion unit, managed by the data management unit, and provided to the terminal apparatus by the service information providing unit.

15. (CURRENTLY AMENDED) A business support system connecting to one or more external processing systems that are external to the business support system and have ~~having~~ different protocols and to a plurality of terminal apparatuses used by users, and providing information to a user in response to a request from the user, the system comprising:

request receiving means for receiving the request from the user through a corresponding terminal apparatus;

data requesting means for requesting, in response to the request received from the terminal apparatus of the user, contents of one of a plurality of data items of user information;

access routine activating means for referring to item definitions relating the plurality of data items to corresponding data access routines, each data access routine issuing a data item request to obtain the contents of the one of the data items from the external processing system storing the contents, and for activating the data access routine corresponding to the one of the data items of the user information requested by the data request means;

data item request protocol converting means for converting the data item request, issued by the data access routine activated by the access routine activating means, into a protocol used for data exchange between the external processing system receiving the data item request and the terminal apparatus of the user, and for sending the data item request to the external processing system; and

information sending means for sending information corresponding to the request to the terminal apparatus of the user, the information being generated based on the contents of the one of the data items sent from the external processing system.

16. (CURRENTLY AMENDED) A business support system connecting to one or more external processing systems that are external to the business support system and have having different protocols and to a plurality of terminal apparatuses used by users, and providing information to a user in response to a request from the user, the system comprising:

request receiving means for receiving the request from the user through a corresponding terminal apparatus;

user information record managing means for managing a record area for recording contents of data items related to the user, the contents being obtained from one of the external processing systems;

data requesting means for requesting, in response to the request received from the terminal apparatus of the user, contents of one of the data items of user information;

access routine activating means for referring to item definitions relating the plurality of data items to corresponding data access routines, each data access routine issuing a data item request to obtain the contents of the one of the data items from the external processing system

storing the contents, and for activating the data access routine corresponding to the one of the data items of the user information requested by the data request means;

data item request protocol converting means for converting the data item request, issued by the data access routine activated by the access routine activating means, into a protocol used for data exchange between the external processing system receiving the data item request and the terminal apparatus of the user, and for sending the data item request to the external processing system; and

information sending means for storing the contents of the one of the data items to a corresponding item area in the record area and for sending information corresponding to the request to the terminal apparatus of the user, the information being generated based on the contents of the one of the data items sent from the external processing system.

01 17. (CURRENTLY AMENDED) A business support system comprising:

service request production means for producing service information request data in a predetermined form for an external processing system that is external to the business support system in response to a request of a user from a terminal apparatus used by the user, the terminal apparatus being one of a plurality of different communication means;

data form conversion means for converting the form of the service information request data produced by the service request production means into a form that can be processed by the external processing system and also for converting service information provided from the external processing system in response to the service information request data into the predetermined form;

service information providing means for providing the service information converted into the predetermined form by the data form conversion means to the terminal apparatus originating the request for the service information;

sales campaign monitoring means for monitoring the effectiveness of a sales campaign based on the service information provided to users;

service information determining means for deciding which type of service information should be provided to users depending on the effectiveness of the monitored sales campaign; and

P1 service channel determining means for determining a providing means for providing service information to the users depending on the success rate of the monitored sales campaign.

18. (NEW) A data processing system connecting to one or more external processing systems that are external to the data processing system and that have different protocols from the data processing system, and to a plurality of terminal apparatuses used by users, and providing information according to a process in response to requests from the users, the system comprising:

a request receiving part receiving requests from terminal apparatuses of users;

a data requesting part respectively requesting, in response to the requests received from the terminal apparatuses, data items corresponding to the requests, the data items being stored in an external processing system;

P2 an item definition part defining correspondences between a plurality of data items and data access routines, respectively, the data access routines issuing data item requests to obtain the data items from the external processing system that stores the data items;

an access routine activating part referring to the item definition part and activating the data access routines respectively corresponding to the data items requested by the data requesting part;

a data item request protocol converting part respectively converting the data item requests issued by the data access routines into a protocol used by the external processing system receiving the data item requests;

a communication part respectively sending the converted data item requests to the external processing system and receiving the data items from the external processing system;

an information sending part respectively sending information corresponding to the data item requests to the terminal apparatuses of the users, the information generated based on the data items sent from the external processing system;

a monitoring part monitoring the data items requested by each user; and

a determining part determining information to be provided to each user depending on an output of the monitoring part.

19. (NEW) The data processing system of claim 1, further comprising a user information record managing part managing a record area that records the data items that are sent from the external processing system in response to the data item requests,

wherein the data requesting part determines whether the data items respectively corresponding to the data item requests exist in the record area managed by the user information record managing part, and enables the access routine activating part when any of the data items does not exist in the record area.

20. (NEW) The data processing system of claim 19, further comprising a part that determines an effective channel for each user to provide the information to each user, respectively.

21. (NEW) The data processing system of claim 20, further comprising a part that adjusts a rate at which the information is provided to each user depending on the output of the monitoring part.

22. (NEW) The data processing system of claim 19, further comprising a part that adjusts a rate at which the information is provided to each user depending on the output of the monitoring part.

23. (NEW) The data processing system of claim 18, further comprising a part that determines an effective channel for each user to provide the information to each user, respectively.

24. (NEW) The data processing system of claim 18, further comprising a part that adjusts a rate at which the information is provided to each user depending on the output of the monitoring part.
